



Mail to: The Manager
HSBC Bank Malta plc
Customer Correspondence & Logistics
Operations Centre
80, Mill Street, Qormi QRM 3101

ONLINE BANKING - SECURE KEY REPLACEMENT FORM

Faulty Secure Key must be returned with this replacement form

Date: _____

Name of Customer: _____

ID Card/Passport No: _____

Old Secure Key Number: _____

Please select reason for requesting replacement:

- | | |
|---|--|
| 1. <input type="checkbox"/> Secure Key is broken | 4. <input type="checkbox"/> Secure Key has been misplaced / lost / stolen |
| 2. <input type="checkbox"/> Secure Key is faulty | 5. <input type="checkbox"/> Low battery - leave existing secure key activate |
| 3. <input type="checkbox"/> Secure Key never received | 6. <input type="checkbox"/> Low battery - deactivate existing secure key |

MAILING INSTRUCTIONS

Please forward the new Secure Key by Mail.

Customer Signature: _____

FOR BANK USE ONLY

New Secure Key Number: _____ EBN: _____

Date Received: _____ Bank Authorisation: _____